

## CASE STUDY

# TERRA GREENHOUSES LTD.



## INTRODUCTION

With greenhouse gardening centres located in Burlington, Waterdown, Milton and Vaughan, TERRA provides garden-lovers throughout the community with an enjoyable and comfortable shopping experience, right in the same place that all of their products are grown.

*“By switching to fully Managed Services, we were able to free up qualified internal staff members and allow them to attend to the growing needs of our business. And, of course, we got a whole team of experts working for us for less than the price of one IT specialist – around the clock, too!”*

Andy Broadbent,  
Chief Financial Officer at Terra Greenhouses Ltd.

## IT CHALLENGES

TERRA had just one member of internal staff to manage its IT requirements. But with four locations operating during retail hours, this arrangement left little time for system optimization, maintenance or any kind of IT planning for the future. Potential downtime was also a major concern, as there was no way to make a timely recovery in the event of major system failure. TERRA recognized that if their servers crashed it wouldn't just disrupt the business; it would also have a negative impact on their customers, both online and in stores.

In early assessments, Servicad identified several problems that needed to be addressed in order to improve and safeguard TERRA's IT infrastructure:

- *Outdated hardware still being used*
- *No way to recover quickly in the event of server failure*
- *No support for retailers outside of regular business hours*
- *Valuable member of staff pulled away from other duties to attend to IT*

## APPROACH

Servicad started by working alongside TERRA's internal staff to provide IT support and make improvements to their overall IT infrastructure. With these changes in place, Servicad then helped TERRA transition to a fully managed IT service plan.

Switching to Managed Services served two main purposes: first, it relieved one of TERRA's valuable staffers of the burden of IT management and allowed her to transfer her skills and experience to a new role in the company. Second, it provided TERRA with more comprehensive support from a team of IT experts, for less than the cost of hiring a single internal IT specialist.

## SOLUTIONS

### Hardware Upgrades, Optimization & Virtualization

Servicad started by optimizing TERRA's existing system based on risk management considerations. This involved replacing out-dated hardware, reconfiguring existing equipment for best performance and virtualizing physical servers to reduce the amount of equipment required to host TERRA's network.

- Increased system availability
- Improved overall system performance
- Reduced hardware requirements/costs
- Cut back on maintenance requirements

### On & Off-site Backup

To ensure that TERRA is able to make a full and rapid recovery in the event of a system crash, Servicad made several improvements to its existing backup system. This includes the introduction of a new off-site backup system and the implementation of virtual server backups.

- Improved backup efficiency
- Facilitated rapid disaster recovery
- Increased system redundancy

## Managed Services

Rather than managing IT internally, TERRA opted to switch to Managed Services. This plan offers proactive IT maintenance and monitoring to help reduce the cost and frequency of unexpected repairs and improve network reliability.

- Access to additional IT support resources
- 24/7 remediation for detected issues
- 24/7 support for retail locations
- Automated maintenance
- Automated monitoring services
- Scheduled patch management

## BOTTOM LINE

By providing a full range of IT services, from procurement to set up and on-going support, Servicad has been able to make comprehensive improvements to TERRA's network as a whole. And with Managed Services, TERRA has experienced more advanced IT support for less than the cost of hiring a full-time staff member.

- Better network performance
- Support available during retail hours
- Improved network availability
- Access to numerous specialized IT experts
- Reduced hardware requirements & costs
- Reduced system repair requirements

## ABOUT SERVICAD

Servicad provides IT solutions, services and support to businesses of every size. Our commitment to providing each of our clients with superior quality of service means that we'll go the extra mile to make sure that our solutions are custom-fit to suit your unique business requirements. For more information about us, please visit [www.servicad.com](http://www.servicad.com)

